

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Insurance	Application Services	Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	7 2	0 0	7 2
	Application Support - UID	Carl Meek	0 0	2 0	0 0	2 0
		Sam Howlett	0 0	3 0	0 0	3 0
		Scott VanderLinden	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	8 0	0 0	8 0
	Capitol Desktop Support	Paul Ross	1 1	92 62	2 0	95 63
		<b>Assigned to Individual Total</b>	1 1	92 62	2 0	95 63

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

			High	Low	Medium	FCR Total
Insurance	Capitol Hosting	Jake Vandenberghe	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Eileen Dubach	0 0	2 2	0 0	2 2
		James Stearns	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	8 8	0 0	8 8
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 1	1 0	2 1
		Assigned to Individual Total	0 0	1 1	1 0	2 1
	Assigned Group Total		1 1	117 73	3 0	121 74
Customer Company Total			1 1	117 73	3 0	121 74

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Insurance	Application Services	Danielle Hood	0 0	2 2	0 0	2 2
		Dustin Crump	0 0	2 2	0 0	2 2
		Martin Gonzalez	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	7 7	0 0	7 7
	Application Support - UID	Carl Meek	0 0	2 1	0 0	2 1
		Sam Howlett	0 0	3 1	0 0	3 1
		Scott VanderLinden	0 0	3 3	0 0	3 3
		<b>Assigned to Individual Total</b>	0 0	8 5	0 0	8 5
	Capitol Desktop Support	Paul Ross	1 0	92 6	2 0	95 6
		<b>Assigned to Individual Total</b>	1 0	92 6	2 0	95 6

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

			High	Low	Medium	MIR Total
Insurance	Capitol Hosting	Jake Vandenberghe	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Help Desk	Eileen Dubach	0	2	0	2
			0	1	0	1
		James Stearns	0	1	0	1
			0	0	0	0
		Julie VanBeekum	0	1	0	1
			0	0	0	0
		Vicky Marrelli	0	4	0	4
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	8	0	8
			0	1	0	1
	Voice Operations	Romanza Hamblin Sorensen	0	1	1	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	1	2
			0	0	0	0
<b>Assigned Group Total</b>			1	117	3	121
			0	19	0	19
<b>Customer Company Total</b>			1	117	3	121
			0	19	0	19

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Insurance	Application Services	Danielle Hood	0 0.00	2 5.47	0 0.00	2 5.47
		Dustin Crump	0 0.00	2 66.19	0 0.00	2 66.19
		Martin Gonzalez	0 0.00	2 90.38	0 0.00	2 90.38
		Tony Larsen	0 0.00	1 1.72	0 0.00	1 1.72
		<b>Assigned to Individual Total</b>	0 0.00	7 46.54	0 0.00	7 46.54
	Application Support - UID	Carl Meek	0 0.00	2 1.31	0 0.00	2 1.31
		Sam Howlett	0 0.00	3 0.49	0 0.00	3 0.49
		Scott VanderLinden	0 0.00	3 2.63	0 0.00	3 2.63
		<b>Assigned to Individual Total</b>	0 0.00	8 1.50	0 0.00	8 1.50
	Capitol Desktop Support	Paul Ross	1 0.00	92 0.15	2 0.29	95 0.15

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

			High	Low	Medium	ATTIR Total
Insurance	Capitol Desktop Support	Assigned to Individual Total	1 0.00	92 0.15	2 0.29	95 0.15
	Capitol Hosting	Jake Vandenberghe	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	1 0.13	0 0.00	1 0.13
	Help Desk	Eileen Dubach	0 0.00	2 0.58	0 0.00	2 0.58
		James Stearns	0 0.00	1 0.19	0 0.00	1 0.19
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	4 0.08	0 0.00	4 0.08
		Assigned to Individual Total	0 0.00	8 0.21	0 0.00	8 0.21
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.20	1 0.16	2 0.18
		Assigned to Individual Total	0 0.00	1 0.20	1 0.16	2 0.18
	Assigned Group Total		1 0.00	117 3.02	3 0.25	121 2.93
Customer Company Total			1 0.00	117 3.02	3 0.25	121 2.93

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Insurance	Application Services	Danielle Hood	0 0	2 1	0 0	2 1
		Dustin Crump	0 0	2 1	0 0	2 1
		Martin Gonzalez	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	7 4	0 0	7 4
	Application Support - UID	Carl Meek	0 0	2 0	0 0	2 0
		Sam Howlett	0 0	3 0	0 0	3 0
		Scott VanderLinden	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	8 0	0 0	8 0
	Capitol Desktop Support	Paul Ross	1 0	92 0	2 0	95 0
		<b>Assigned to Individual Total</b>	1 0	92 0	2 0	95 0

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

			High	Low	Medium	MR Total
Insurance	Capitol Hosting	Jake Vandenberghe	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Help Desk	Eileen Dubach	0	2	0	2
			0	0	0	0
		James Stearns	0	1	0	1
			0	0	0	0
		Julie VanBeekum	0	1	0	1
			0	0	0	0
		Vicky Marrelli	0	4	0	4
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	8	0	8
			0	0	0	0
	Voice Operations	Romanza Hamblin Sorensen	0	1	1	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	1	2
			0	0	0	0
<b>Assigned Group Total</b>			1	117	3	121
			0	4	0	4
<b>Customer Company Total</b>			1	117	3	121
			0	4	0	4

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Insurance	Application Services	Danielle Hood	0 0.00	2 5.50	0 0.00	2 5.50
		Dustin Crump	0 0.00	2 66.20	0 0.00	2 66.20
		Martin Gonzalez	0 0.00	2 107.06	0 0.00	2 107.06
		Tony Larsen	0 0.00	1 1.77	0 0.00	1 1.77
		<b>Assigned to Individual Total</b>	0 0.00	7 51.33	0 0.00	7 51.33
	Application Support - UID	Carl Meek	0 0.00	2 1.31	0 0.00	2 1.31
		Sam Howlett	0 0.00	3 0.49	0 0.00	3 0.49
		Scott VanderLinden	0 0.00	3 3.05	0 0.00	3 3.05
		<b>Assigned to Individual Total</b>	0 0.00	8 1.66	0 0.00	8 1.66
	Capitol Desktop Support	Paul Ross	1 0.00	92 0.31	2 0.70	95 0.32

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

			High	Low	Medium	ATTR Total
Insurance	Capitol Desktop Support	Assigned to Individual Total	1 0.00	92 0.31	2 0.70	95 0.32
	Capitol Hosting	Jake Vandenberghe	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	1 0.13	0 0.00	1 0.13
	Help Desk	Eileen Dubach	0 0.00	2 2.21	0 0.00	2 2.21
		James Stearns	0 0.00	1 0.19	0 0.00	1 0.19
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	4 0.30	0 0.00	4 0.30
		Assigned to Individual Total	0 0.00	8 0.73	0 0.00	8 0.73
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.35	1 0.16	2 0.25
		Assigned to Individual Total	0 0.00	1 0.35	1 0.16	2 0.25
Assigned Group Total			1 0.00	117 3.72	3 0.52	121 3.60
Customer Company Total			1 0.00	117 3.72	3 0.52	121 3.60

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

### Detail

<b>INC000000618786</b>	Sandy Glaze	Application	None	Gmail		TIR Missed: Yes	172.30
	Application Services	Martin Gonzalez	Insurance	Low	Closed	TTR Missed: Yes	205.65
<b>INC000000625037</b>	Linda Hardy	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	5.65
	Application Support - UID	Scott VanderLinden	Insurance	Low	Closed	TTR Missed: No	5.65
<b>INC000000625705</b>	Eric Showgren	Application	Error	Gmail		TIR Missed: Yes	131.30
	Application Services	Dustin Crump	Insurance	Low	Closed	TTR Missed: Yes	131.30
<b>INC000000630680</b>	Luanne Winters	Application	Password	Utah Master Directory		TIR Missed: No	0.14
	Help Desk	Eileen Dubach	Insurance	Low	Closed	TTR Missed: No	0.14
<b>INC000000630807</b>	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000630932</b>	Cory Starley	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000631306</b>	Eric Showgren	None	None	None		TIR Missed: No	0.33
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	1.21
<b>INC000000631346</b>	Heidi Clausen	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000631384</b>	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000631442</b>	Cory Starley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000631732</b>	Cory Starley	Application	Error	Citrix ICA Client		TIR Missed: Yes	1.33
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.33
<b>INC000000631837</b>	Cory Starley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000632145</b>	Karon Hardman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000632156</b>	Karon Hardman	Telecom	Voice Mail	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Insurance	Low	Closed	TTR Missed: No	0.35
<b>INC000000632371</b>	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000632530</b>	Eric Showgren	PC/Laptop	Password	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

<b>INC000000632659</b>	Judy Nako Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000632670</b>	Tammy Minson Help Desk	Application James Stearns	Password Insurance	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.19 0.19
<b>INC000000632680</b>	David A Stauffer Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000632741</b>	Jilene Whitby Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.54 1.05
<b>INC000000632894</b>	Marilyn Thorstensen Capitol Desktop Support	Application Paul Ross	None Insurance	Microsoft Office Professional 20 Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.35
<b>INC000000632902</b>	Marilyn Thorstensen Application Services	Application Danielle Hood	None Insurance	Gmail Low	Closed	TIR Missed: Yes TTR Missed: No	3.58 3.62
<b>INC000000632962</b>	Jeff Hawley Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000632977</b>	Marilyn Thorstensen Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000632981</b>	Marilyn Thorstensen Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000633039</b>	Paul Anderton Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000633040</b>	Paul Anderton Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000633042</b>	Paul Anderton Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000633043</b>	Kris Redmond Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000633138</b>	Tammy Minson Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000633241</b>	Laura Shepherd Capitol Desktop Support	Application Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.61 0.61
<b>INC000000633394</b>	Betsy Jerome Application Support - UID	Application Sam Howlett	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.20
<b>INC000000633397</b>	Daryl Bell Capitol Desktop Support	PC/Laptop Paul Ross	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.10 5.73

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

<b>INC000000633428</b>	Jenifer Christian Capitol Desktop Support	Network Paul Ross	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.34 3.29
<b>INC000000633551</b>	Jilene Whitby Application Support - UID	Print/Copy/Scan/Fax Scott VanderLinden	Incident Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.02 2.03
<b>INC000000633589</b>	Tammy Minson Capitol Desktop Support	Application Paul Ross	Reporting Insurance	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.65 0.65
<b>INC000000633642</b>	Anna Weidauer Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.24
<b>INC000000633679</b>	Ramona Goodwin Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000633691</b>	Jeff Hawley Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000633701</b>	Jeff Hawley Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000633905</b>	Laura Shepherd Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
<b>INC000000634008</b>	Lorry Herrera Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000634050</b>	Heidi Petermann Capitol Desktop Support	PC/Laptop Paul Ross	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000634656</b>	Patrick Lee Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000634855</b>	Sandy Glaze Application Support - UID	Application Sam Howlett	Error Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.14 1.14
<b>INC000000634908</b>	Karon Hardman Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000634928</b>	Betsy Jerome Application Support - UID	Application Sam Howlett	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.14
<b>INC000000635017</b>	Tammy Minson Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000635024</b>	Patrick Lee Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000635633</b>	Laura Shepherd Application Services	Application Danielle Hood	Error Insurance	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	7.35 7.38

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

<b>INC000000636123</b>	Patrick Lee	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000636127</b>	Doyle Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000636285</b>	Laura Shepherd	Application	Reporting	Postini		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000636372</b>	Patrick Lee	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000636484</b>	Karon Hardman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000636487</b>	Karon Hardman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000636833</b>	Neal Gooch	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	High	Closed	TTR Missed: No	0.00
<b>INC000000636854</b>	Todd Kiser	PC/Laptop	Password	None		TIR Missed: No	0.40
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Closed	TTR Missed: No	0.40
<b>INC000000637270</b>	Tammy Minson	None	None	None		TIR Missed: No	0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.19
<b>INC000000637332</b>	Nicole Cardwell	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000637333</b>	Lisa A Peterson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000637761</b>	Donald Catmull	None	None	None		TIR Missed: No	0.84
	Application Support - UID	Carl Meek	Insurance	Low	Resolved	TTR Missed: No	0.84
<b>INC000000637963</b>	Karon Hardman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000638031</b>	Luanne Winters	Telecom	Hardware	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Insurance	Medium	Closed	TTR Missed: No	0.16
<b>INC000000638085</b>	Todd Kiser	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000638324</b>	Tammy Minson	Application	None	Gmail		TIR Missed: No	0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.19
<b>INC000000638327</b>	Cory Starley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

<b>INC000000638725</b>	Tammy Minson	Application	None	Google Chrome		TIR Missed: No	0.23
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.18
<b>INC000000638793</b>	Suzette D Green-Wright	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
<b>INC000000639509</b>	Ana E Escobar	Application	None	Gmail		TIR Missed: Yes	8.47
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: Yes	8.47
<b>INC000000639786</b>	Allen Hart	PC/Laptop	Hardware	None		TIR Missed: Yes	1.20
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.22
<b>INC000000639806</b>	Ana E Escobar	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640041</b>	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640047</b>	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640055</b>	Tony Ossana	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640346</b>	Sandy Glaze	Network	Error	None		TIR Missed: No	0.41
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.52
<b>INC000000640658</b>	Paul Throckmorton	Application	Error	TeamMate Audit System		TIR Missed: Yes	1.72
	Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed: No	1.77
<b>INC000000640680</b>	Laura Shepherd	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640740</b>	Ana E Escobar	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640884</b>	Mark Wiedeman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641002</b>	Ana E Escobar	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641006</b>	Ana E Escobar	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641072</b>	Troy Stover	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641178</b>	Brent Oscarson	Application	Error	Internet Explorer		TIR Missed: No	0.39
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.20

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

<b>INC000000641209</b>	Jenifer Christian	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641267</b>	Todd Kiser	Mobile Devices	Error	Ipads		TIR Missed: No	0.18
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Resolved	TTR Missed: No	1.00
<b>INC000000641367</b>	Marilyn Thorstensen	Application	None	Gmail		TIR Missed: Yes	1.78
	Application Support - UID	Carl Meek	Insurance	Low	Resolved	TTR Missed: No	1.78
<b>INC000000641374</b>	Teresa Trusty	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641412</b>	Brent Oscarson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641413</b>	Brent Oscarson	PC/Laptop	Performance	Utah Master Directory		TIR Missed: Yes	1.35
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.35
<b>INC000000641497</b>	Brent Oscarson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641539</b>	Jilene Whitby	PC/Laptop	Error	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641591</b>	Allen Hart	Application	Error	TeamMate Audit System		TIR Missed: Yes	1.01
	Help Desk	Eileen Dubach	Insurance	Low	Resolved	TTR Missed: No	4.29
<b>INC000000641660</b>	Todd Kiser	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641697</b>	Jordan Tolman	Application	Reporting	None		TIR Missed: Yes	1.94
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.94
<b>INC000000641809</b>	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641811</b>	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641842</b>	Jake W Garn	PC/Laptop	Error	None		TIR Missed: No	0.11
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.11
<b>INC000000642746</b>	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000642883</b>	Jilene Whitby	Application	None	Google Chrome		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643086</b>	Ross Elliott	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

<b>INC000000643150</b>	Todd Kiser	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643158</b>	Brett Barratt	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643292</b>	Tammy Minson	PC/Laptop	None	None		TIR Missed: Yes	1.25
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.35
<b>INC000000643373</b>	Cory Starley	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.21
	Application Support - UID	Scott VanderLinden	Insurance	Low	Resolved	TTR Missed: No	1.47
<b>INC000000643429</b>	Dwight G Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643433</b>	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643512</b>	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643668</b>	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643683</b>	Shane Tiernan	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643804</b>	Tammy Minson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	2.28
<b>INC000000643825</b>	Adam Martin	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.37
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.37
<b>INC000000643835</b>	Cathy Burton	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.31
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.31
<b>INC000000643852</b>	Randy Overstreet	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.13
<b>INC000000643880</b>	Donald Catmull	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.10
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.10
<b>INC000000643933</b>	Colette Sawyer	Server	Error	None		TIR Missed: No	0.20
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.20
<b>INC000000644414</b>	Betsy Jerome	Application	None	Postini		TIR Missed: Yes	1.08
	Application Services	Dustin Crump	Insurance	Low	Resolved	TTR Missed: No	1.11
<b>INC000000644460</b>	Lorry Herrera	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.29
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.53

# Enterprise Incident Report January 2013

As of 2/1/2013

## Insurance

<b>INC000000644951</b>	Suzette D Green-Wright	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000644963</b>	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
<b>INC000000644987</b>	Dan Applegarth	Network	None	None		TIR Missed: No	0.13
	Capitol Hosting	Jake Vandenberghe	Insurance	Low	Resolved	TTR Missed: No	0.13